



09-06

# 1<sup>st</sup> Armored Division Claims Office



## PICKING UP YOUR POV

Upon arriving at the Vehicle Processing Center (VPC), you will be met by the contractor's agent who shipped or stored your POV. You and the contractor's agent will conduct a joint inspection of the POV to note any loss or damage that occurred during shipment or storage.

### YOUR RESPONSIBILITIES AT THE VPC:

- Thoroughly check your vehicle for damage and/or missing items. **All obvious loss or damage must be noted (be detailed) on the DD Form 788 (item #13, column 1) at the time of pick-up.** The contractor's agent will record his agreement or disagreement in item #13, column 2 of the DD Form 788. (**TIP:** It is recommended that you take a sponge and bucket with you to pick-up your vehicle since washing facilities are usually not available at the pick-up point. Remember, a dirty or dusty car hides damage.)
- Do not rely on the contractor's agent that shipped or stored your vehicle to list loss or damage for you. Make sure you have listed all losses, damages, or destruction to your vehicle **before you leave** the VPC.
- Verify the mileage on your odometer. Understand that sometimes your POV will have to be driven a little to place it on and remove it from the vessel, or to put it in storage. However, any unusual increase in mileage should be noted and brought to the attention of the Contractor's agent, the Contracting Officer's Representative (the Government employee who manages the VPC and is responsible for the POV shipment program in your community), and your local Claims Office.
- Carefully inventory items that you were allowed to ship with the vehicle or keep in the vehicle during storage: jumper cables, first aid kit, warning triangle, baby car seat, tools, jack, tire iron, and/or small convenience items.
- Ensure that stereo components, antennas, and other audio equipment permanently mounted to the POV are still there.
- Carefully check the interior of your POV for any transit/storage damage such as mold.
- Check your tires to ensure they were not damaged by improper tie down during shipping.
- When you sign item #15 on the DD Form 788, you are acknowledging that this was the true state of the POV when you received it.
- If you feel the contractor's agent has interfered or somehow frustrated your ability to enter exceptions on the DD Form 788, immediately report the matter to the Contracting Officer's Representative. In such a situation, **DO NOT DEPART FROM THE VPC** without talking to the Contracting Officer's Representative. If you depart the VPC, then the Contracting Officer's Representative cannot resolve your problem with the agent and reporting it to the Claims Office after the fact will be too late.
- Any hidden damage (e.g., mechanical, undercarriage, etc.) that is discovered **after** you depart the VPC **must be immediately reported** (in writing) to the company that shipped your vehicle and to your local claims office **within a few days of pick-up!** Be sure to describe in detail the damage discovered and why it was not discovered at the pick-up point. Please note, Claims Service policy provides that **obvious external damage that is not listed** at the time of pick-up is generally not payable.
- Contact the Claims Office before obtaining repairs.

Following these rules will greatly facilitate our ability to process your claim in the light most favorable to you. If you have any further questions, please contact your local Claims Office.

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|------------------|-------------|
| WIESBADEN        | 337-4711    |
| BAUMHOLDER       | 485-6507    |
| FRIEDBERG        | 324-3873    |
| MAINZ-KASTEL VPC | 06134-69303 |